

W-03511A-14-0304



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118927

Date: 9/25/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

ORIGINAL

First:

Last:

Complaint By: **Michele**

Hulse

Account Name: Michele and Terry Hulse

Home:

Street:

Work:

City: Show Low

CBR:

State: AZ Zip: 85901

is: Cellular

Utility Company: **Navajo Water Co., Inc.**

Division: Desert Utilities

Arizona Corporation Commission

Contact Name: Jason Williamson

DOCKETED

Contact Phone:

Nature of Complaint:

SEP 29 2014

DOCKET W-03511A-14-0304

DOCKETED BY

[Signature]

Navajo Water Company Docket Number W-03511A 14-0304 per the AZ Corporation Commission Public Comment form, submitted the below to them on 9-23-14:

We currently pay \$34/month for water that is of very poor quality.:

1. We are afraid to drink it for fear of kidney stone development, which my husband has already had here. The water has sediment in it.
2. Even with a new filter on our refrigerator, the water and ice dispensed leave a white powder residue on the inside of the glasses.
3. We can't use our dishwasher unless we want to hand wash everything afterwards to remove the white powdery residue left on anything washed in the dishwasher.
4. When we cook with it, a white residue is left on the inside of the pots.
5. The toilets have to be cleaned with vinegar to remove the build-up of a mineral ring in the bowl, which occurs every few weeks.

As a result, we have to incur the expense of buying bottled water for all drinking purposes. If we could afford it, we'd also buy bottled water to cook with, but the cost is prohibitive.

We think paying for what we currently have is expensive. We wonder what damage it is doing to the inside of our pipes and appliances.

We would like to know what improvements would result from this increase in price, which is considerable. The increase results in a minimum 50% increase for our home and there are only 2 of us, retired. If we have to water our garden, the increase would be substantially more than this.

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Navajo Water Company should have already looked into the cost of buying and maintaining this company. To us, they bought it knowing it was in the red and that they would need to significantly increase rates in order to make it profitable.

Also, why are the company's "test year results unaudited? This should be a requirement prior to getting an increase.

Finally, their billing was an issue this last month. We are on automatic payments yet they put a notice on our door saying the service was to be discontinued the next week due to lack of payment. Since the payment had already been automatically deducted from our account, something needs to be improved here.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

9/25/14 DOCKETED CLOSED

Complaint No.118926 sent to company.

End of Comments

Date Completed: 9/25/2014

Opinion No. 2014 - 118927
